

CUSTOMER SERVICE MANAGER

DISTINGUISHING FEATURES

The fundamental reason the Customer Service Manager exists is to direct and supervise operations in the Utility Billing or Tax and License sections of the Customer Service Division, in the Financial Services Department. This classification is supervisory. Work is performed under general supervision by the Customer Service/Tax Audit Director.

ESSENTIAL FUNCTIONS

Assists with preparation of Utility Billing or Tax and License budgets, objective statements and ordinances. Monitors budget expenditures.

Supports employee involvement in decision-making to assist them in meeting individual goals and promotes positive employee attitudes.

Selects, trains, evaluates, observes and supervises staff in Utility billing or Tax and License. Supports other staff members and is a team player by helping other personnel accomplish goals.

Prepares and monitors section's budget.

Directs individual accomplishments toward organizational objectives.

Oversees the Utility billing or Tax and License sections, which includes business registration for licensing, tax processing, utility turn-ons and turn-offs, and billing for utility service.

Perceives and interprets customer needs and translates them into effective solutions and operational policy. Tactfully responds to, investigates, and resolves customer complaints.

Comprehends related City ordinances and interprets them in response to public inquiry.

Prepares correspondence regarding City services. Prepares or directs the preparation of activity reports, statistics, and management reports.

Participates in revisions or implementation of computerized systems.

Coordinates interrelated activities with other City programs.

Observes, reviews and checks the work of staff members to ensure conformance to standards.

Exercises effective supervision over billing functions.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Electronic data processing reporting systems, accounting and budget practices commonly used in governmental agencies.

City of Scottsdale policy, procedures, city codes, and ordinances pertaining to Utility Billing or Tax and License.

Computerized billing systems.

Principles and practices used to train, supervise, and evaluate staff.

Microsoft Office software including Word and Excel.

Ability to:

Operate a variety of standard office equipment, including a personal computer and a variety of computer software, that require continuous and repetitive eye and arm or hand movement.
Listen and communicate effectively with a diverse group of people, including staff and customers.
Communicate effectively both orally and in writing with all levels of City staff and the general public.
Establish and maintain effective working relationships with all levels of City staff and citizens.
Manage and lead professional, technical and clerical personnel.
Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of training, education and experience equivalent to three years of recent municipal customer service experience and three years prior supervisory experience.

FLSA Status: Exempt

HR Ordinance Status: Unclassified